

Job Description

Missouri State Highway Patrol

Class Title: Information Analyst I - MVB/DDCC

Title Code: V00572

Effective Date: 04/04/00

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor: Crime Information Analyst

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is responsible technical and public contact for the Division of Drug and Crime Control that involves providing information in response to urgent inquiries from law enforcement officials concerning the validity of drivers' license records, title applications, and VINs for suspected fraud, stolen vehicles, or criminal activity. An employee in this position is responsible for making determinations of record matches and maintaining the accurate and efficient flow of information from the Missouri Department of Revenue (DOR) to authorized law enforcement agencies. The employee acts as a liaison between the DOR and these law enforcement agencies. The employee works under close supervision until fully trained and then works under general supervision within established rules, policies, and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Receives requests from law enforcement personnel and other agencies via teletype, telephone, facsimile, email, mail, and in person.

Researches title history documents and drivers' license records (located in databases, hard copy files, microfilm, and microfiche) to determine validity of information on inquiries received from law enforcement agencies, officers, etc.; prepares documents and disseminates to requestor.

Verifies Vehicle Identification Numbers (VINs) on salvaged vehicle registration applications to determine if the vehicles and parts are being used as authorized or are stolen; forwards to supervisor all VINs listed as stolen and all motorcycle applications; forwards VIN's not listed as stolen to the Missouri Department of Revenue (DOR) for processing.

Serves as a liaison between the Patrol and other state agencies, specifically with DOR and law enforcement personnel, to answer questions regarding policies and procedures related to motor vehicle titling, driver license records, etc.

Examines towed vehicle entries received by the troops and checks databases for stolen or latest owner information; forwards teletype reports of towed and stolen vehicles to appropriate staff member for processing; serves as a back-up for processing teletype reports of towed and stolen

vehicles; compiles weekly report detailing this information and forwards the report to DOR for further action.

Examines surrendered titles for possible tampering and fraud; forwards questionable titles to supervisor and prepares the rest for destruction.

Notifies arresting agency or officer, via teletype, of documentation necessary for court appearances per Department of Revenue's Administrative Alcohol Arrest notices.

Notifies DOR when documentation gives suspicion that one person is using different social security numbers, names, etc.

Reviews drivers' license photos (from microfilm and over-the-counter system) to determine similarities with a suspect; compares signatures and forwards information to requesting agency or officer.

Accumulates certified copies, title histories, drivers' license records, etc., for DOR to process and forward to requesting agency or officer; notifies agency or officer, via teletype, that request is being processed.

Receives and transmits motor vehicle and drivers' license information, administrative messages, etc., from and to other law enforcement agencies, license bureaus, reciprocity, etc., via teletype, computer terminal, telephone, facsimile, etc.

Maintains, sorts, and distributes logs and records of all information researched and disseminated on a monthly basis; maintains temporary and permanent files on all documentation and microfiche.

Participates in training provided by the Patrol and DOR regarding changes in computer systems, policies, and procedures.

Operates a variety of office equipment (photocopier, computer terminal, telephone, facsimile, microfilm and microfiche machines, etc.) in the completion of duties.

Works on-call and carries a pager on a rotating basis after hours and on weekends as assigned.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of modern office practices, procedures and equipment.

Ability to learn the DOR's Motor Vehicle and Drivers' License Bureaus policies and procedures regarding the dissemination of their records.

Ability to learn the Missouri Sunshine Law and Privacy Act.

Ability to learn MULES, NCIC, and DOR computer and hard copy files.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to collect, organize, and present facts accurately and thoroughly.

Ability to work independently.

Ability to communicate effectively in verbal and written form.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to operate standard office equipment in the completion of assigned duties.

Ability to establish and maintain files and documents in accordance with established procedures.

Ability to exercise judgment and description.

Ability to understand and follow written and verbal instructions.

Ability to prioritize tasks efficiently.

Ability to establish and maintain harmonious working relations with others.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to type 40 words per minute with ten (10) errors or less.

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

AND

Possess two years of clerical and/or customer service experience in an office setting.

NECESSARY SPECIAL REQUIREMENTS

Must successfully complete MULES training within the first six months of employment or as soon as scheduling permits, as well as yearly re-certification.

Must successfully complete Auto Theft training within the first six months of employment or as soon as scheduling permits, as well as yearly re-certification.